



PATIENT CANCELLATION POLICY

At Complete Health at Crossways, we strive to provide excellent medical care to our patients. We are a busy Medical Practice and our appointments are in high demand. Your appointment time is especially reserved for you.

We do understand that at times you may be required to postpone or cancel an appointment but we kindly ask that you provide us with sufficient notice in these cases.

Cancellation Notice

We kindly ask that you provide us with at least **3 hours' notice** for cancellations if you cannot attend your appointment.

Please notify our receptionist if you cannot make your appointment in time so that other patients may be booked in.

You can cancel your appointment by calling the Practice on 02 4384 7200.

Non-Attendance Fee

Patients who do not attend for their appointment or who cancel within 3 hours of their scheduled appointment will be charged a non-attendance fee.

The non-attendance fee for a standard appointment is \$50.00 and a long appointment is \$90.00.

Please note that the non-attendance fee will need to be settled prior to scheduling a future appointment.

We thank you for your understanding and adherence to our cancellation policy.